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PACE RESEARCH AND ANALYSIS, INC.

37 WEST 47th STREET NEW YORK, NEW YORK 10036 Executive Registry

86- 1457x



March 1986

Dear Systems Integration Professional:

In the past few years, the information processing and systems integration services industry has experienced unprecedented growth. One important consequence of this growth has been the development and introduction of increasingly sophisticated equipment and processes. All too often, however, these innovations simply reflect what suppliers *think* the industry needs — rarely do they represent the expressed needs of the people who actually specify, select, and evaluate these systems.

This survey offers you the opportunity to voice your opinions about different suppliers of information processing and systems integration services equipment and processes.

Please take the few minutes needed to complete this questionnaire and return it in the enclosed, stamped reply envelope (the number on the envelope is used to prevent you from getting a duplicate questionnaire). Our promise: The information you provide will be used only in statistical combinations with that of other respondents. Most important, your responses will go a long way towards improving the products you use and need.

The dollar below expresses our appreciation for your involvement in this research.

Thank you,

Donald Pace, Ph.D. President





PACE RESEARCH AND ANALYSIS, INC.

March 1986

## INFORMATION PROCESSING/SYSTEMS INTEGRATION SERVICES SURVEY

1.	Please check the statements below which best describe how organization's decisions regarding the specification and systems integration services. Please check all that apply.	y you are selection	e pers on of	onally involve information	d in your ag processing	ency's/ and/or
	□ Determine the need		<b> </b>	•		
	2☐ Establish product/service specifications					. (5)
	₃☐ Evaluate suppliers' proposals					
	□ Recommend supplier(s)				•	1
	5☐ Approve or make final supplier selection			. •		
	₅☐ Evaluate supplier/product performance					
	☐ Other involvement ( <i>Please describe</i> ):					
			<del></del>		<del></del> .	
	□ Do not get involved at all	<del> </del>		<u> </u>		
•						
. I	How important is each of the following factors when you (or which to purchase information processing and/or systems into each factor.	 r your o egration	organiz O servi	ration) evalua ces? <i>Please</i> o	te a source	from

each factor.

Supplier's reputation	Usually A Major Factor	Usually A Minor Factor	Not Usually A Factor	
State-of-the-art technology	10	2 <del>-</del> 2 <del>-</del> -	3 🗆	(6) (7)
Delivery when promised	1 🗆 1 🗆	2 🗆	3 🗆 3 🗆	(8)
Research and Development capabilities	10	2	3□	(10)
			30	(11)

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3. How familiar are you with the information processing and systems integration services, products, and capabilities offered by each of the following companies? Please check one box for each company listed.

	Extremely Well	Well	Moderately Well	Hardly At Ali	Never Heard of the Company	
Computer Science Corp	1 🔲	2 🔲	3 🗆	4 🗆		
Electronic Data Systems	: 🗆	2	3 🗆	4□	5 🗆	(12)
Grumman Data Systems	1	2	3 🗆	4 🗆	5 🖸	(13)
Planning Research Corp	† 🗀	2 🗆	3 🗆	4	5 🗆	(14)
Science Application				4	5 🗖	(15)
International	1 🗌	2	3 🔲	4 🗌	5 🗆	
Systems Development Corp	1	2	3 🗆	4 🗆	5 🗌	(16)

4. Please answer Question 4 for each of the companies with which you are at all familiar.

We'd like you to use the rating scale shown below to tell us your **overall impression** of the systems integration services suppliers that you are familiar with. The scale ranges from a low of 0.0 ("very poor") to 10.0 ("exaltribute."). You may, of course, use any value between for a particular company on a particular

Excellent, Highest Ratir	ng			·	Average Rating	· .			Very Poor, Lowest Rating
[10]	[9]	[8]	[7]	[6]	[5]	[4]	[3]	[2]	[1] [0]
			Computer Science Corp.	Elec- tronic Data Systems	Grumman Data Systems	Rese	nning earch orp.	Science Application International	Systems Development Corp.
Your Overall In	npression	١	(18)	(19)	(20)	(21	1)	(22)	(23)

Computer Science Corp.   Electronic Data Systems   Corp.   Systems   Planning Research Corp.   Systems   State-of-the-art technology	niliar on ear	you are at all far	vita which i	ompanies			s shown below	the attribute
Highest Rating   Ra	······							
Highest Rating   Ra		*						
Highest Rating   Ra		•					•	Excellent
Computer Science Corp.   Computer Science Corp.   Computer Science Corp.   Computer Systems   Computer Science Corp.   Computer Systems   Computer Science Corp.   Computer Systems   Computer Science Corp.   Computer Science Application International   Computer Science Corp.   Computer Science	Very Poo							
Computer Science Corp.  Supplier's reputation  Innovative solutions  Delivery when promised Capabilities  Capabilities  Capabilities  Capabilities  Computer Science Corp.  Computer Systems  Corp.  Computer Systems  Corp.  Computer Science Corp.  Corp.  Corp.  Corp.  Computer Science Corp.  Corp.	Lowest Rat				_	f <b>7</b> 1	[9]	[10]
Computer Science Corp.  Supplier's reputation	[0]	[2] [1]	[3]	5]	[0]	f.1	[0]	
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Supplier's reputation   (24)   (30)   (33)   (42)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (45)   (4	Systems Developme	Application	Research	Data	Data	Science		•
State-of-the-art technology.   (25)   (31)   (37)   (43)   (43)   (48)    Innovative solutions   (26)   (32)   (33)   (35)   (44)   (45)   (50)    Delivery when promised   (27)   (33)   (40)   (45)   (45)   (52)    Research and Development   (28)   (35)   (41)   (47)   (45)   (52)    With which company do you associate the phrase "Custom Solutions for Managing Information"?  With which company do you associate the phrase   (29)   (41)   (47)   (47)   (53)    With which company do you associate the phrase   (29)   (41)   (47)   (47)   (53)    Flectronic Data Systems   (20)   (41)   (47)   (47)   (53)    Computer Science Corp.   (41)   (47)   (47)   (53)    Electronic Data Systems   (41)   (47)   (47)   (53)    Computer Science Corp.   (41)   (47)   (47)   (47)   (53)    Electronic Data Systems   (41)   (47)   (47)   (47)   (53)    Electronic Data Systems   (41)   (47)   (47)   (47)   (53)    Electronic Data Systems   (41)   (47)   (47)   (47)   (47)   (53)    Electronic Data Systems   (41)   (47)   (47)   (47)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)   (48)	Corp.	International	Corp.	- yotoms			utation -	Supplier's ren
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Delivery when promised (26) (32) (38) (44) (50) (50)  Quality of management (28) (34) (40) (40) (45) (51)  Research and Development capabilities (29) (35) (41) (41) (47) (53)  With which company do you associate the phrase "Custom Solutions for Managing Information"?  With which company do you associate the phrase Grumman Data Systems Planning Research Corp.  Science Application International Systems Development to Excellence"?  Computer Science Corp.  Electronic Data Systems Planning Research Corp.  Computer Science Application International Science Application International Science Corp.	. *	(49)	(43)	(37)	(31)			
Quality of management	(55)		(44)	(38)	(32)			
Research and Development capabilities				(39)	(33)			
Research and Development capabilities	(57)	(51)		(40)	(34)	(28)	nagement	Quality of mar
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With which company do you associate the phrase "Custom Solutions for Managing Information"?    Computer Science Corp.		(53)	(47)	(41)	(35)	(29)	• • • • • • • • • • • • • • • • • • • •	capabilities
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Grumman Data Systems    Planning Research Corp.	* .	Systems	ronic Data	₂□ Ele	tion"?	iiy iiiiorma		
And with which company do you associate the phrase    Commitment to Excellence"?   Planning Research Corp.     Computer Science Corp.     Computer Science Corp.     Electronic Data Systems     Grumman Data Systems     Planning Research Corp.     Computer Science Corp.     Electronic Data Systems     Grumman Data Systems     Planning Research Corp.     Science Application International     Systems Development Corp.		Systems	nman Data	₃□ Gru				
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3 ☐ Wholesale/Retail Trade 4 ☐ Finance/Insurance/Real Estate 5 ☐ Transportation/Public Utilities 6 ☐ Business Services 7 ☐ Government (Non-military) 3 ☐ Military ☐ Other	•	·
8. Which of the following publications do you read regularly (i.e., 3 out of 4 issues)? Please check all that ap    Air Force   NASA Tech Briefs		
8. Which of the following publications do you read regularly (i.e., 3 out of 4 issues)? Please check all that ap    Air Force	FOR CLASSIFICATION PURPOSES ONLY: Please I purposes only; your responses will be used only in	keep in mind that these questions are asked for classificat n combination with those of other respondents
2 Army 3 Commercial Space 4 Defense Electronics 5 Defense Science and Electronics 6 Military Logistics 7 U.S. News & World Report 7 U.S. Naval Institute Proceedings 8 None of the above  9 Which of the following best describes the industry in which you work? Please check only one.  1 Agriculture/Mining/Construction 2 Manufacturing 3 Wholesale/Retail Trade 4 Finance/Insurance/Real Estate 5 Transportation/Public Utilities 6 Business Services 7 Government (Non-military) 8 Military 9 Other (Please Specify)  And what is your job title, profession, or rank?	8. Which of the following publications do you rea	d regularly (i.e. 2 and a ( ) )
Army   Sea Power   Signal   Sea Power   Signal   U.S. News & World Report   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   U.S. Naval Institute Proceedings   U.S. Naval Institute Proceedings   None of the above   Signal   U.S. Naval Institute Proceedings   U.S.	ı∏ Air Force	o regularly (i.e., 3 out of 4 issues)? Please check all that app
National Defense   Sea Power   Sea Power   Sea Power   Signal   U.S. News & World Report   U.S. News & World Report   U.S. Naval Institute Proceedings   None of the above   None of the above   None of the above   None of the above   O.S. Naval Institute Proceedings   O.S. Naval Institute		<sup>7</sup> □ NASA Tech Briefs
Defense Electronics Defense Science and Electronics Defense Science and Electronics U.S. News & World Report U.S. Naval Institute Proceedings None of the above  Defense Science and Electronics U.S. Naval Institute Proceedings None of the above  Defense Science and Electronics U.S. Naval Institute Proceedings None of the above  Defense Science and Electronics U.S. Naval Institute Proceedings None of the above  Defense Science Action U.S. Naval Institute Proceedings None of the above  Defense Science Action U.S. Naval Institute Proceedings None of the above  Defense Science Action U.S. News & World Report U.S. News & World Report U.S. News & World Report U.S. Naval Institute Proceedings None of the above  Defense Science Action U.S. News & World Report U.S. News	•	
Signal    Defense Science and Electronics   U.S. News & World Report		
Military Logistics  U.S. Naval Institute Proceedings  None of the above  Military Logistics  U.S. Naval Institute Proceedings  None of the above  Manufacturing  Manufacturing  Manufacturing  Molesale/Retail Trade  Finance/Insurance/Real Estate  Military  Government (Non-military)  Military  Other  (Please Specify)  And what is your job title, profession, or rank?		₀□ Signal
U.S. Naval Institute Proceedings    None of the above   None of the above   None of the above	Military Land Control of Military Land Control of Military Land Control of Co	√□ U.S. News & World Report
Which of the following best describes the industry in which you work? Please check only one.    Agriculture/Mining/Construction   Manufacturing   Wholesale/Retail Trade   Finance/Insurance/Real Estate   Transportation/Public Utilities   Business Services   Government (Non-military)   Military   Other   (Please Specify)    And what is your job title, profession, or rank?	willtary Logistics	U.S. Naval Institute Proceedings
Agriculture/Mining/Construction    Manufacturing		□ None of the above
Agriculture/Mining/Construction    Manufacturing     Wholesale/Retail Trade     Finance/Insurance/Real Estate     Transportation/Public Utilities     Business Services     Government (Non-military)     Military     Other   (Please Specify)    And what is your job title, profession, or rank?	Which of the following	
Agriculture/Mining/Construction    Manufacturing     Wholesale/Retail Trade     Finance/Insurance/Real Estate     Transportation/Public Utilities     Business Services     Government (Non-military)     Military     Other   (Please Specify)    And what is your job title, profession, or rank?	the following best describes the indu-	stry in which you work? Please check only one
Manufacturing    Wholesale/Retail Trade	Agriculture/Mining/Construction	one.
A Finance/Insurance/Real Estate  S Transportation/Public Utilities  Business Services  Government (Non-military)  Military  Other  (Please Specify)  And what is your job title, profession, or rank?	<sup>2</sup> □ Manufacturing	16
S☐ Transportation/Public Utilities S☐ Business Services T☐ Government (Non-military) S☐ Military ☐ Other		
S Transportation/Public Utilities S Business Services T Government (Non-military) S Military Other (Please Specify)  And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-66)	↓□ Finance/Insurance/Real Estate	
Business Services  Government (Non-military)  Military  Other  (Please Specify)  And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-26)	5 ☐ Transportation/Public Utilities	
And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-26)	₅□ Business Services	
And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-26)	¬□ Government (Non-military)	
(Please Specify)  And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-86)	₃□ Military	
And what is your job title, profession, or rank?  Job Title, Profession, Rank  (65-86)	☐ Other	
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